



46TH ANNUAL INDIANA CONSORTIUM

of

STATE AND LOCAL HUMAN RIGHTS AGENCIES CONFERENCE

PRESENTED *by:*



THINKING ABOUT HARASSMENT PREVENTION IN A NEW LIGHT





CREATING A CULTURE OF CIVILITY AT WORK

Workplaces that tolerate harassment have
more of it.

AND

Workplaces that do not tolerate
harassment have less of it.

TRAINING OBJECTIVES

- Learn the US EEOC's definition of harassment so your business can comply with US employment law and regulations.
- Understand your leadership role in preventing harassment for ethical practice in your business.
- Understand how relationship management and communication can create a civil and respectful workplace.
- Learn to critically evaluate your workforce and create a leadership plan to confront harassment.
- Develop the interpersonal skills to deal with incivility at work and create a workplace that is rich in diversity and inclusion.

Rebooting Harassment Prevention

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION



SELECT TASK FORCE
ON THE STUDY OF
HARASSMENT IN THE WORKPLACE

REPORT OF CO-CHAIRS
CHAI R. FELDBLUM & VICTORIA A. LIPNIC

A Bipartisan Effort

JUNE 2016

Harassment continues to be one of the most frequently raised complaint—

- over 30% of all private sector cases
- 43% of Federal sector cases

#solveharassment

Report available at:

www.eeoc.gov/task_force/harassment/report.cfm

“One organization I worked with several years ago asked me if I had new courseware for use with some previously trained managers. When I asked them what they wanted to accomplish, they indicated that several individuals were continuing to tell off-color jokes and make inappropriate comments. While I welcomed the opportunity to be of service, it seemed to me the issue was not what training to do next but rather why these decision-makers hadn't taken steps to deal with these individuals' behavior and failure to perform to clear standards.”

-Stephen Paskoff, founder of Employment Learning Innovations, Inc.

8 Fundamentals of a Civil Treatment Workplace

ELEMENTS OF HARASSMENT

Protected Basis

+

Hostile Work Environment

OR

Tangible Employment Action

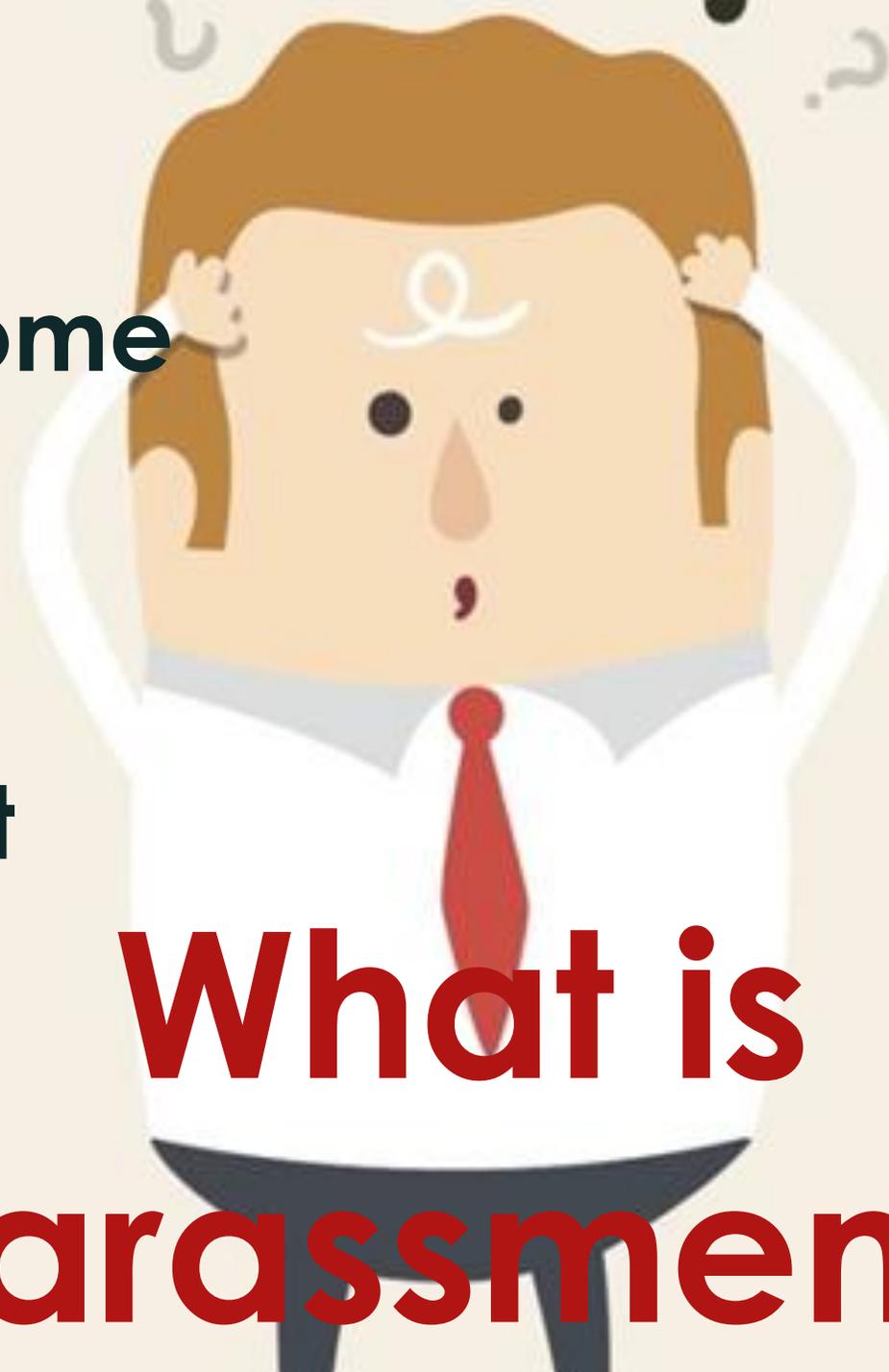
+

Liability

= **Illegal Harassment**



**Unwelcome
Verbal
or
Physical
Conduct**



**Employee
did not
invite the
conduct
and
regarded
the
conduct as
undesirable**

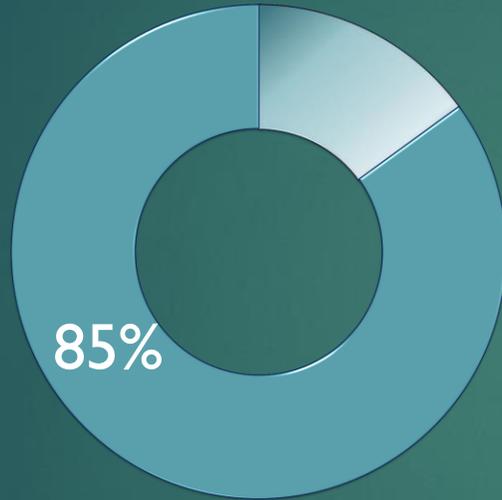
**What is
Harassment?**

Everyone is Just too Sensitive!

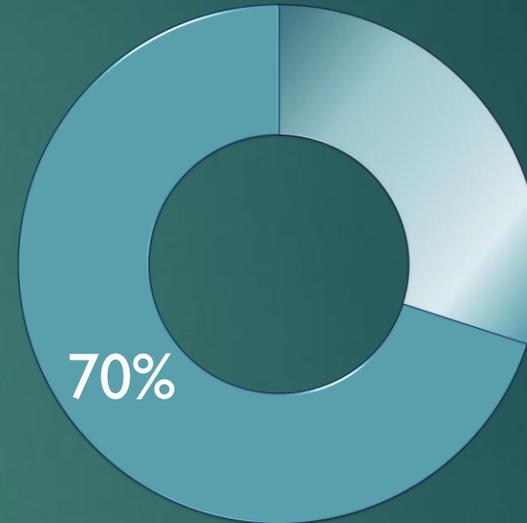


People will complain about every little thing!

Harassment is **HUGELY UNDER-REPORTED**



Upwards of 85% of people never file a formal legal charge.



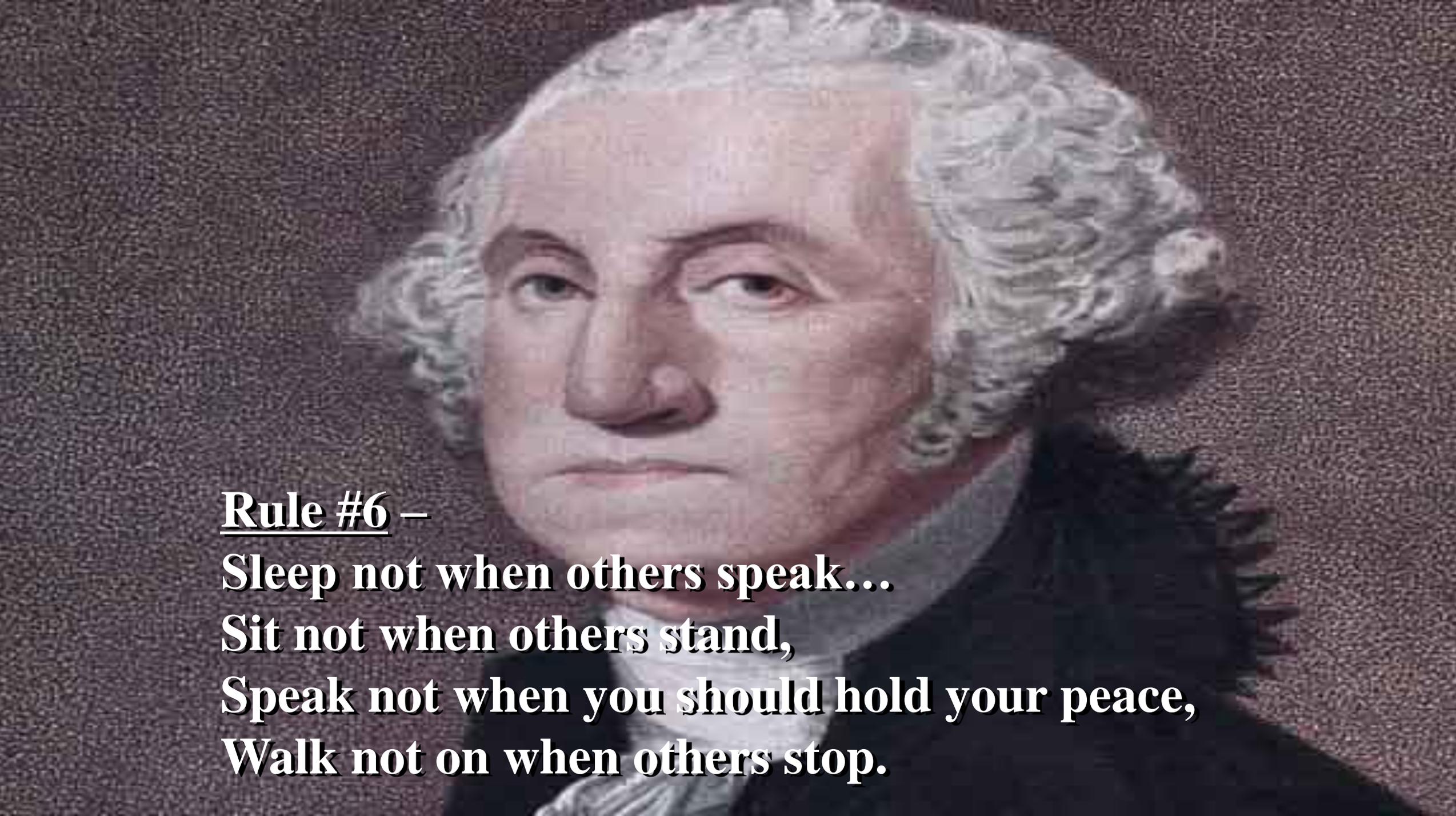
Approximately 70% of employees never even complain internally.

“The most reasonable response to harassment in **many** organizations is not to report it, not to file a complaint, not even to speak to management about the problem.”

-Professor Lilia Cortina, University of Michigan
(Testimony to the Select Task Force)



The Law vs Civility

A portrait of an elderly man with thick, white, curly hair. He has a serious expression and is looking slightly to the left. He is wearing a dark coat with a white ruffled collar. The background is a dark, textured grey.

Rule #6 –

Sleep not when others speak...

Sit not when others stand,

Speak not when you should hold your peace,

Walk not on when others stop.

CIVILITY

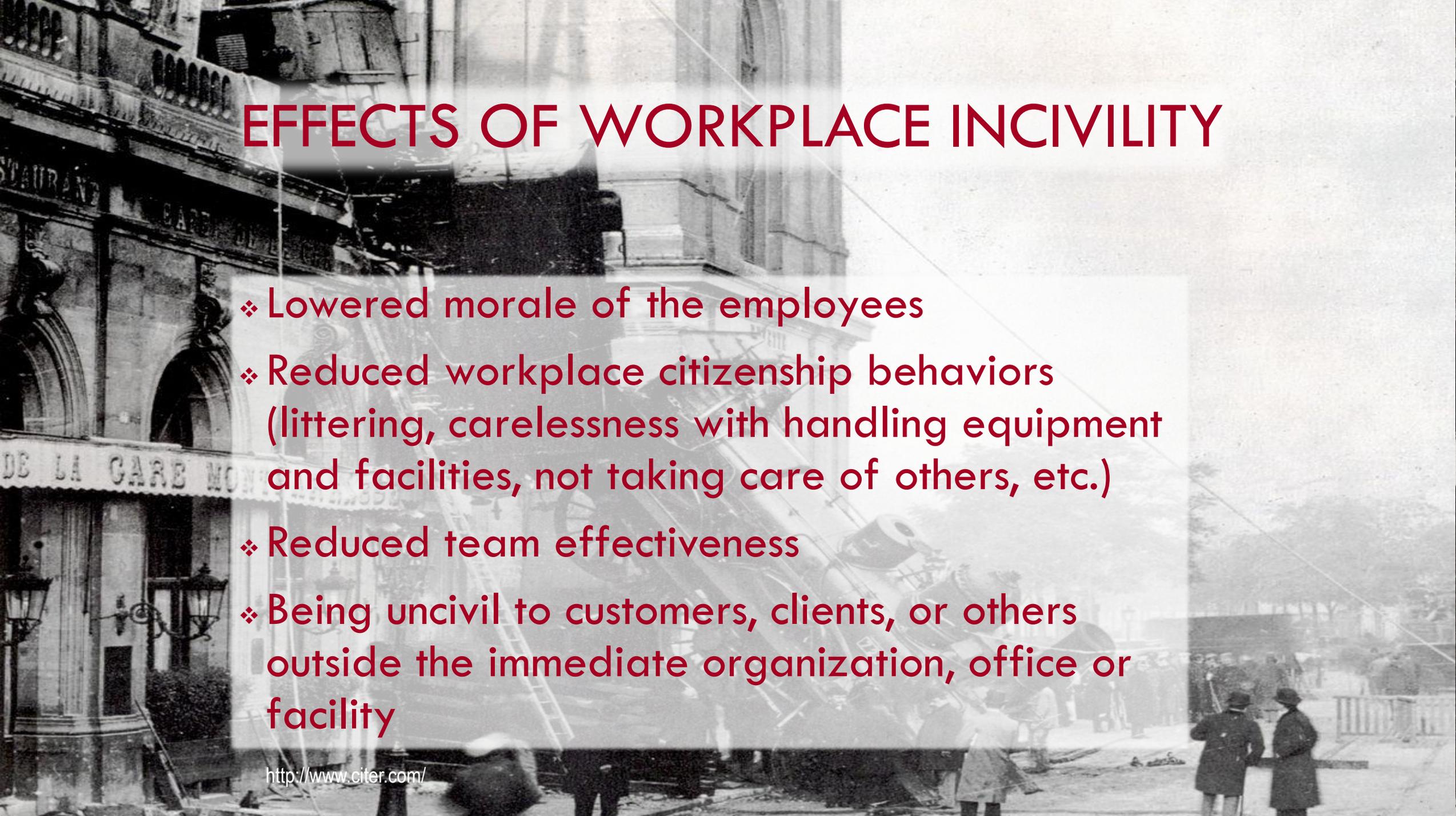
Civility's defining characteristic is its ties to city and society. The Latin *civitas* means city, especially in the sense of civic community.



DEFINING CIVILITY

- ❖ Respect
- ❖ Restraint
- ❖ Consideration

EFFECTS OF WORKPLACE INCIVILITY



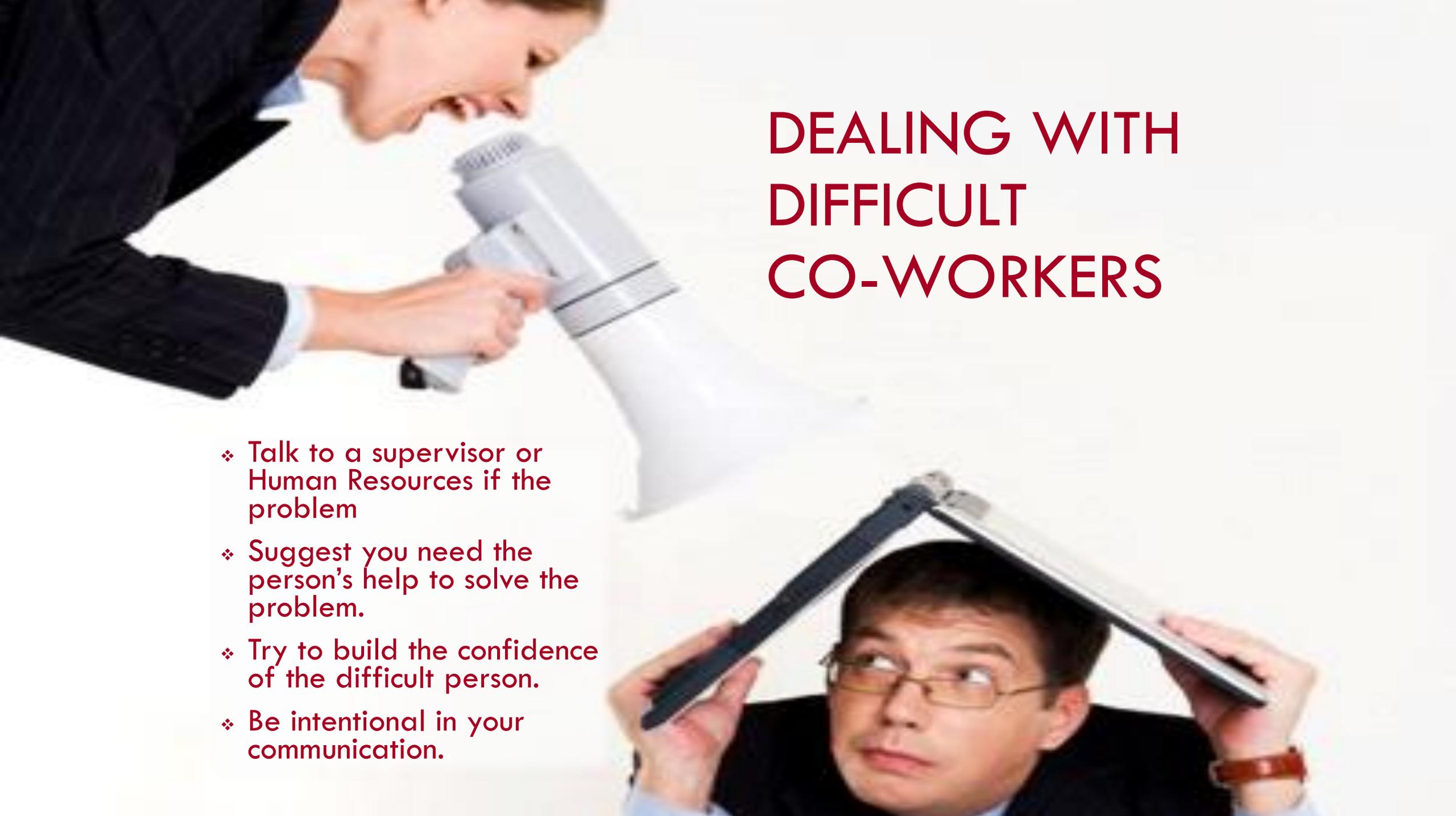
- ❖ Lowered morale of the employees
- ❖ Reduced workplace citizenship behaviors (littering, carelessness with handling equipment and facilities, not taking care of others, etc.)
- ❖ Reduced team effectiveness
- ❖ Being uncivil to customers, clients, or others outside the immediate organization, office or facility

EXAMPLES OF WORKPLACE INCIVILITY

- ❖ Interrupting others without care
- ❖ Not listening
- ❖ Disrupting meetings, inappropriate behavior at meetings
- ❖ Rumoring, gossiping about or damaging a co-worker's reputation
- ❖ Perching impatiently over someone's desk, waiting for undivided attention

Quoted from Envisionworks, Inc.



A woman in a dark suit is shouting into a white megaphone. The megaphone is pointed towards a man in a dark suit and glasses who is looking up at the megaphone with a concerned expression. He is balancing a silver laptop on his head with both hands. The background is plain white.

DEALING WITH DIFFICULT CO-WORKERS

- ❖ Talk to a supervisor or Human Resources if the problem
- ❖ Suggest you need the person's help to solve the problem.
- ❖ Try to build the confidence of the difficult person.
- ❖ Be intentional in your communication.



DEALING WITH RUDE BEHAVIOR

THRIVE COGNITIVELY

- Allow yourself to feel upset, but only for a limited time
- Find ways to challenge yourself at work
- Talk to a friend or family member about the incident
- Take on a new skill, hobby, or sport
- Find a Mentor

THRIVE AFFECTIVELY

- Eat a healthy diet
- Get enough sleep
- Exercise
- Think about how your specific job effects other people in a meaningful way

HOW TO CREATE A CIVIL WORKPLACE

- Create a vision
- Create systematic plan of action
- Make the case
- Involve employees
- Core values
- Policies and codes of conduct

IMPLEMENTATION

- Leaders model civility for others
- Continual communication
- Put it in writing
- Recruit for behaviors
- Reward the right behavior
- Performance management

COACHING FOR CHANGE





THE FOLLOWING COACHING TIPS
CAN ASSIST EMPLOYEES IN BEING
PROACTIVE IN PROMOTING
RESPECT AND CIVILITY:

1. Focus on others' needs & consider how your words & actions will impact others before you speak or act.

An aerial photograph of a lush green soccer field. The field is marked with white yard lines that form a diamond shape in the center. The grass is vibrant and well-maintained. The text is centered over the field.

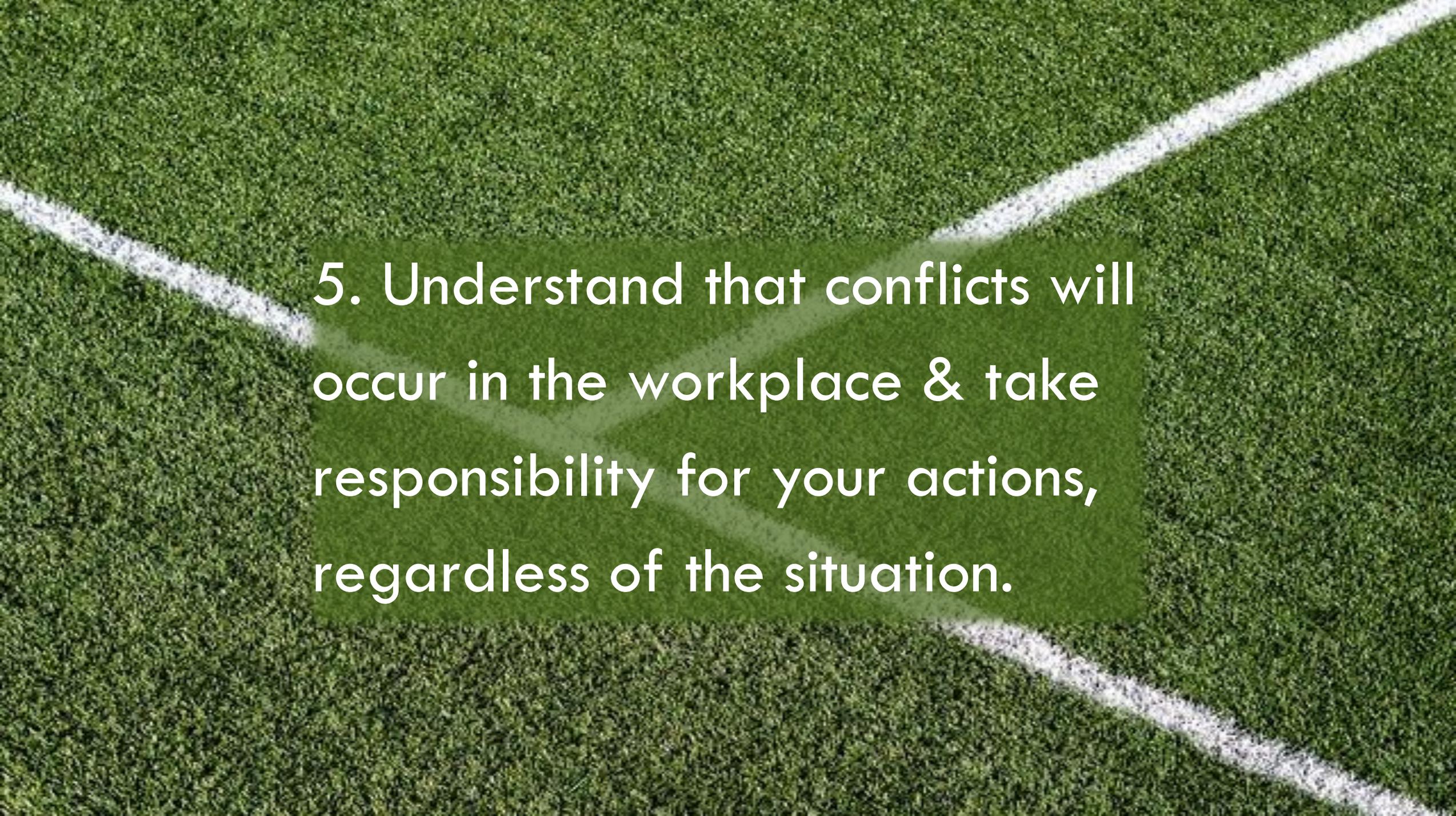
2. Be intentional in your communications.

An aerial photograph of a lush green soccer field. The field is marked with white yard lines that create a grid pattern. The grass is vibrant and well-maintained. The text is overlaid in the center of the field.

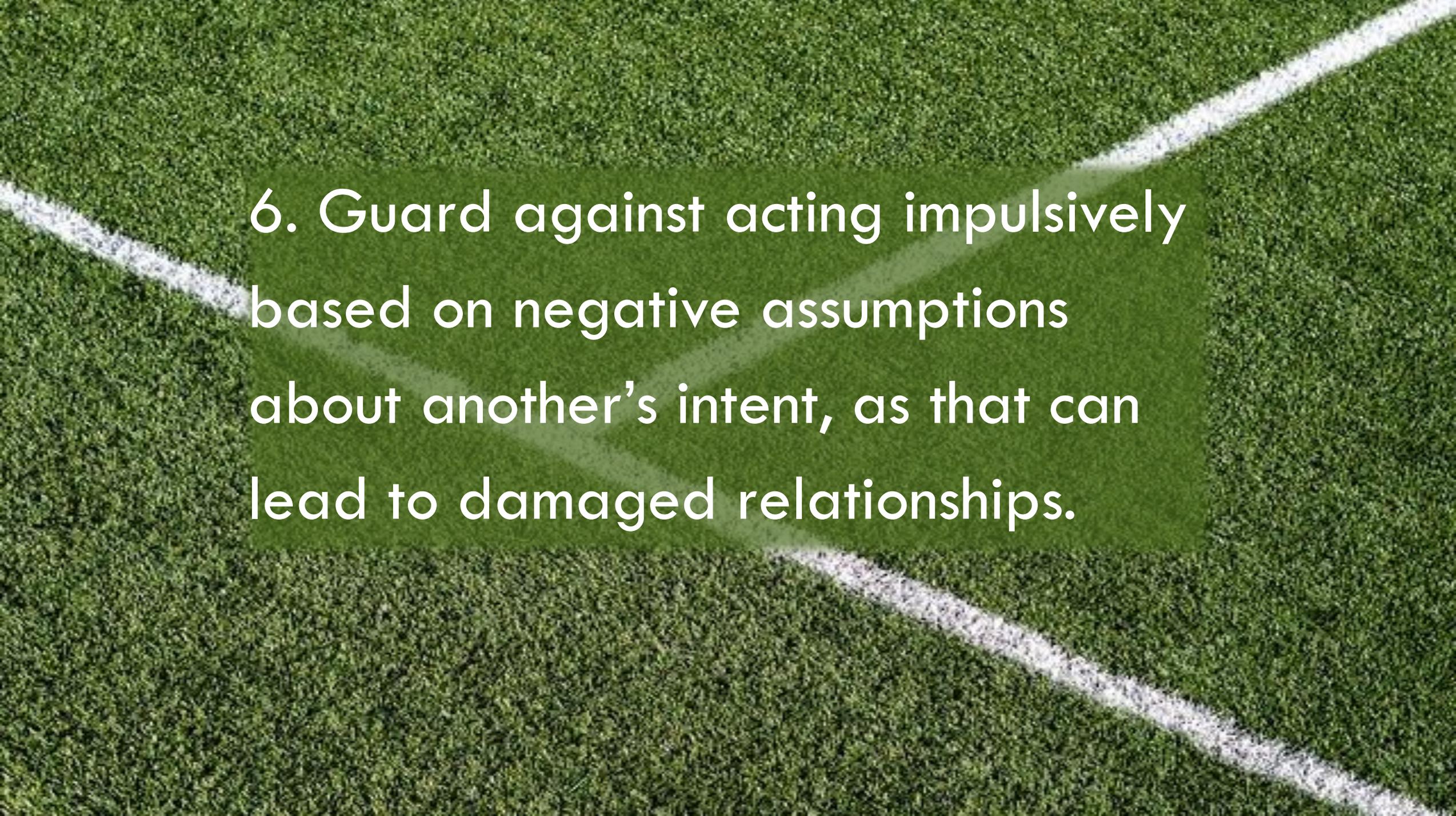
3. Become a bridge builder & act in a manner that creates an inclusive work environment.



4. Appreciate the value of diverse opinions in developing approaches to varying situations.

An aerial photograph of a lush green soccer field. The field is marked with white yard lines that curve across the grass. The text is overlaid in the center of the field.

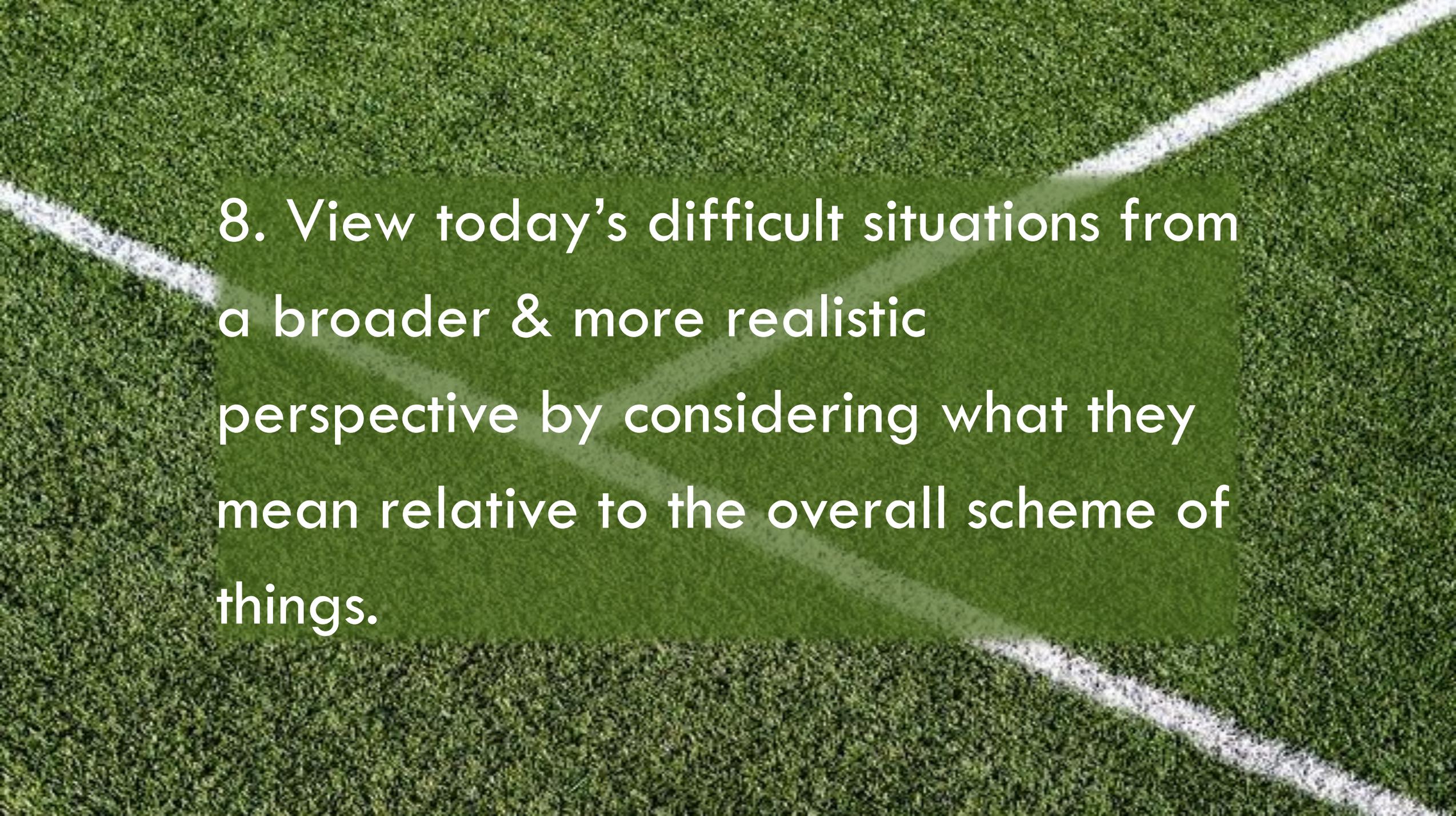
5. Understand that conflicts will occur in the workplace & take responsibility for your actions, regardless of the situation.



6. Guard against acting impulsively based on negative assumptions about another's intent, as that can lead to damaged relationships.

A high-angle photograph of a green lawn with white yard lines. The lines form a large 'V' shape pointing downwards, with a smaller 'V' shape pointing upwards in the center. The grass is a vibrant green, and the white lines are clearly visible against it.

7. Avoid tendencies to become caught up in gossip, complaining, or other forms of negativity in day-to-day interactions.

An aerial photograph of a baseball field, showing the green grass and white chalk lines of the base paths. The text is overlaid on the center of the field.

8. View today's difficult situations from a broader & more realistic perspective by considering what they mean relative to the overall scheme of things.



9. Be supportive of your organization in your communications both inside & outside of the workplace.



10. Pay attention to how respectful you are in your communications and other actions on an ongoing basis.

MAKING THIS WORK FOR YOUR ORGANIZATION



- Understand and respect individual differences:
- Keep an open mind toward others who are different from you.
- Remember that not everyone sees things the same way you do.



PLAYING NICE WITH OTHERS

Share everything.

Play fair.

Don't hit people.

Put things back where you found them.

Clean up your own mess.

Don't take things that aren't yours.

Say you're sorry when you hurt somebody.

Wash your hands before you eat.

Flush.

All I Really Need To Know I Learned In Kindergarten
<http://www.robertfulghum.com/>

CONTACT INFORMATION & RESOURCES



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